

# Department of Revenue (DOR)

## Agency Dashboard Performance

Q4 FY17

### Economic Development

#### Percentage change in Lottery funds distributed for property tax relief from prior year

**Metric Definition** Lottery funds available for property tax relief is certified in October of each year to reduce property tax bills for Wisconsin homeowners in December. The Lottery and Gaming Credit is paid to local governments on the fourth Monday in March.

Goal Met	Current	Previous	Target	Trend
	14.79% increase	5.1% decrease	1% increase	

**Reporting Cycle** Annual (state fiscal year July 1, 2016 - June 30, 2017)

**Additional Details** \$185,311,212 was certified for fiscal year 2017. For prior years, \$161,428,600 was certified for fiscal year 2016 and \$170,069,200 was certified for fiscal year 2015.

### Reform and Innovation

#### Fraudulent returns stopped and incorrect refunds or credits reduced or denied

**Metric Definition** The department uses analytics to detect and prevent fraudulent returns or credits. Corrections to amount claimed for Earned Income Tax Credit and Homestead Credit are included.

Goal Met	Current	Previous	Target	Trend
	\$37.3 million	\$8.4 million	\$47.2 million	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Current reporting period is actual results for Quarter 4 of fiscal year 2017; fiscal year 2017 result is \$57.3 million. Previous reporting period is actual results for Quarter 3 of fiscal year 2017. Target is annual legislative goal for fiscal year 2017. The majority of the activity is during the individual income tax processing season starting in January.

#### Percentage of individual income tax returns received electronically

**Metric Definition** Percentage of individual income tax returns received electronically.

Goal Met	Current	Previous	Target	Trend
	85%	85%	87%	

**Reporting Cycle** Annual (tax processing year)

**Additional Details** Current reporting period is for tax year 2016 returns (reported in July 2017). Previous reporting period is actual results for tax year 2015 returns. Target is for tax year 2016 returns.

#### Percentage of sales and use tax returns received electronically

**Metric Definition** Percentage of sales and use tax returns received electronically.

Goal Met	Current	Previous	Target	Trend
	94%	94%	95%	

**Reporting Cycle** Annual (tax processing year)

**Additional Details** Current reporting period is for tax year 2016 returns (reported in July 2017). Previous reporting period is actual results for tax year 2015 returns. Target is for tax year 2016 returns.

## Efficient and Effective Services

### Delinquent tax collections

**Metric Definition** The department considers a tax "delinquent" when the due date of an assessment has passed and any statutory appeal rights have expired. Once delinquent, the debt is subject to collection action.

Goal Met	Current	Previous	Target	Trend
	\$75.4 million	\$75.8 million	\$227.02 million	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Current reporting period is actual results for Quarter 4 of fiscal year 2017; fiscal year 2017 year-end result is \$279.8 million. Previous reporting period is actual results for Quarter 3 of fiscal year 2017. Target is annual legislative goal for fiscal year 2017.

### Statewide debt collection program

**Metric Definition** The department collects debts owed to state agencies, courts, the Legislature, state authorities and local units of government. The amounts shown include all amounts collected, including the collection fee.

Goal Met	Current	Previous	Target	Trend
	\$8.9 million	\$11.2 million	\$37.4 million	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Current reporting period is actual results for Quarter 4 of fiscal year 2017; fiscal year 2017 year-end result is \$29.8 million. Previous reporting period is actual results for Quarter 3 of fiscal year 2017. Target is an annual legislative goal for fiscal year 2017.

### Average processing time for individual income tax returns

**Metric Definition** The average processing time starts when the department receives an income tax return and ends when the return has posted to the account.

Goal Met	Current	Previous	Target	Trend
TBD		5.8 days	8 days	TBD

**Reporting Cycle** Annual (tax processing year)

**Additional Details** Current reporting period is tax year 2016 returns (reported in November 2017). Previous reporting period is actual results for tax year 2015 returns (reported in November 2016). Target is for tax year 2016 returns. Returns requiring review and/or additional information may take up to 12 weeks to complete processing. The department balances processing time with protecting taxpayers against fraud. The department seeks to be vigilant in both regards by monitoring our processing time to ensure a lean process that deliver taxpayers returns in a timely fashion. Number of days reported are business days.

### Average processing time for unclaimed property claims

**Metric Definition** The processing time for this metric begins when the department has received a complete unclaimed property claim with the necessary documents to support the claim.

Goal Met	Current	Previous	Target	Trend
	8 days	10 days	40 days	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Current reporting period is Quarter 4 of fiscal year 2017. Previous reporting period is Quarter 3 of fiscal year 2017. This metric reports on processing time for simple claims (reported owner, business, government, and uniform gifts). Number of days reported are calendar days. Ninety days is the statutory requirement.

## Customer/Taxpayer Satisfaction

### Average hold time for customer service call center

**Metric Definition** This is the IS&E Division's average hold time for calls to the customer service call center.

Goal Met	Current	Previous	Target	Trend
	31 seconds	40 seconds	90 seconds	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Current reporting period is Quarter 4 of fiscal year 2017. Previous reporting period is Quarter 3 of fiscal year 2017. During the tax season, the hold time for customer calls can be longer than at other times of the year. The department strives to provide taxpayers with prompt service at all times.

### Taxpayer survey results

**Metric Definition** The department utilizes surveys to receive feedback from taxpayers. Key survey measures are whether the taxpayer thought the Department of Revenue employee was professional and knowledgeable.

Goal Met	Current	Previous	Target	Trend
	98.7%	98.9%	*95%	
	98.8%	98.9%	**95%	

\*Professionalism

\*\*Knowledgeable

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Current reporting period is for Quarter 4 of fiscal year 2017. Previous reporting period is Quarter 3 of fiscal year 2017. The results are from phone surveys in the Customer Service, Compliance, Tax Operations, and Audit Bureaus in the Income, Sales and Excise Tax Division.